New Nouveau Brunswick

Government Services

Annual Report 2012-2013

The Honourable Graydon Nicholas
Lieutenant-Governor of the
Province of New Brunswick

Dear Lieutenant-Governor:

I have the honour of submitting the Annual Report of the Department of Government Services for the fiscal year ended March 31, 2013.

Sincerely,

Honourable Sue Stultz
Minister of Government Services

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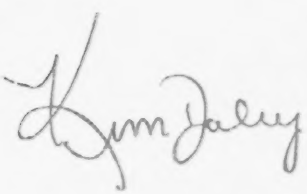
Minister of Government Services

Dear Minister:

We have the honour of presenting the Annual Report of the Department of Government Services for the fiscal year ended March 31, 2013.

Sincerely,



Kim Daley
Deputy Minister of Government Services

Government Services
2012-2013

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Organizational Chart*

* As of March 31, 2013

Introduction

This annual report reflects all functions delivered by the Department of Government Services in 2012-2013.

Mandate

The Department of Government Services is responsible for services associated with procurement, translation, provincial archives, records management, marketing, graphic design, web and event management. This new Department was formed at the beginning of the 2012-2013 fiscal year.

The Department is divided into three divisions:

- Strategic Procurement and Services
- Corporate Services
- Strategy, Communications and Continuous Improvement

Legislation

Archives Act

Public Purchasing Act

Procurement Act (not yet proclaimed)

Right to Information and Protection of Privacy Act

Strategic Procurement and Services

The Strategic Procurement and Services Division consists of:

- Strategic Procurement
- Translation Bureau
- Corporate Marketing
- Provincial Archives

Strategic Procurement

The Strategic Procurement Branch, formerly Purchasing, is comprised of three sections; Strategic Procurement, Central Tendering and Central Stores. A series of organizational and operational measures focusing on cost savings, increased efficiencies and customer service were implemented. This branch continued its transformation in support of the Government Renewal agenda and a commitment to modernize the way it procures goods and services.

Strategic Procurement was formed and led the Procurement Advisory Committee, an interdepartmental committee tasked with overseeing the procurement process with a goal of cost savings and collaboration. This effort generated a series of specific actions related to procurement of information and communications technologies, bulk fuels, office supplies, travel services, rental vehicles and technology improvements to support strategic procurement. A new structure focused on category management was implemented. Additionally, the current legislation was reviewed to support modern procurement practices and the new *Procurement Act* received Royal Assent on June 13, 2012. This Act will replace the current legislation, the *Public Purchasing Act*, upon proclamation which is expected in 2013-2014. Finally, several core technology and policy-related improvements to the New Brunswick Opportunities Network were developed and implemented to enhance the ability to monitor spending and achieve further cost savings.

Strategic Procurement procured over $537 million worth of goods and services in the fiscal year 2012-2013. The goal of the branch is to maximize competition so as to achieve the best value for money while ensuring that all suppliers who wish to compete for government contracts have a fair and open opportunity to do so. Competitive quotes or formal bids are solicited for goods and services as described below except in specific circumstances, which are exempted from the normal process by the legislation.

In 2012-2013, Strategic Procurement had a goal of $9.6 million in savings through its strategic procurement practices and exceeded the goal for total savings of $11.2 million.

New Brunswick has an Open Procurement Policy. Interprovincial procurement agreements and the *Public Purchasing Act* require the Government to purchase goods and services without the use of local content or location of the supplier in the evaluation of bids. These rules apply to all procurements exceeding thresholds established by the interprovincial procurement agreements to which the Province is a signatory. Each tender issued indicates which agreements, if any, apply. For procurements below the agreement thresholds, the Government may give a preference to New Brunswick or Atlantic Canadian vendors. This preference is based upon price, New Brunswick or Atlantic Canadian content and on reciprocal treatment of vendors by other jurisdictions.

Approximately 14% of bids were received electronically on the New Brunswick Opportunities Network and 74% of all purchase orders were issued to New Brunswick suppliers.

The following is a summary of Strategic Procurement's activities during 2011-2012 and 2012-2013:

Activity	2011-2012	2012-2013
Procurement Transactions	3,595	3,399
Bids Received	5,396	3,527
Electronic Bids on New Brunswick Opportunities Network (%)	16%	14%
Purchase Orders, Goods	2,436	1,894
Purchase Orders, Services	2,016	2,194
Purchase Orders, Goods	$208,615,027	$150,549,638
Purchase Orders, Services	$381,079,232	$387,184,066
Total Purchase Value	$589,694,259	$537,733,704

Central Tendering processed 1,840 requisitions. It is responsible for receiving and logging bids and conducting public tender openings for goods and services tenders on behalf of the Central Purchasing Branch.

Activity	2011-2012	2012-2013
Requisitions Processed	2,421	1,840

Central Stores operates a warehouse and delivery service for supplies and materials commonly used by government departments, Crown Corporations, agencies and other government-funded bodies. Other users of Central Stores include various municipalities, hospitals and universities. The operation was examined to identify opportunities for improved efficiencies. One of the recommendations was to transition to a vendor managed system for office supplies and copier paper. Central Purchasing issued a Request for Proposals for a Vendor managed office supply arrangement. An outside supplier is now responsible for receiving, delivering and invoicing client orders for office supplies and photocopier paper. Central Stores remains operational and continues to provide service as usual for all items other than office supplies. Central Stores operates on a cost recovery basis. In 2012-2013, more than 15,664 requisitions were processed by Central Stores, generating sales of approximately $4.9 million.

Activity	2011-2012	2012-2013
Requisitions Processed	19,229	15,664
Total Sales	6.4M	4.9M

Translation Bureau

"The equal status of the two official languages requires government communications of equal quality. In many respects, the Translation Bureau is the guarantor of that quality. It is in a sense the centre of excellence of official bilingualism in the province". (2012-2013 Annual Report, Office of the Commissioner of Official Languages for New Brunswick, p.26)

The Translation Bureau has provided professional services to government departments and agencies since 1967, when it was first created. These services include written translation, interpretation, and other linguistic services. Though the Translation Bureau has evolved over the years its mandate has remained unchanged. The work performed by the Translation Bureau assists departments and agencies in meeting the government's obligations as set out in the *Official Languages Act* as well as subsection 16(2) of the Charter.

In keeping with the government's commitment to continuous improvement, the Translation Bureau undertook several major initiatives in 2012-2013.

Internal work processes were streamlined and improved to increase efficiency. For example, a check is done to make sure that documents are not translated twice. Also, if portions were previously translated, document segmentation ensures that only the necessary segments are sent to the translators. The volume of words translated in-house increased from 5,044,906 words in 2011-2012 to 6,045,476 words in 2012-2013.

The Translation Bureau modified the bid process for outside suppliers which led to more competitive pricing for government. Since private sector companies perform 53.76% of the Translation Bureau's work, it is expected that this new process will provide savings to government over the coming year.

Translation Bureau activities are summarized below:

Activity	2011-2012	2012-2013
Requests processed:	18,609	18,892
- in house	14,830	14,499
- outsourced	3,779	4,393
Words translated:	11,834,912	13,075,272
- in house	5,044,906 (42.63%)	6,045,476 (46.24%)
- outsourced	6,790,006 (57.37%)	7,029,796 (53.76%)
Words outsourced to:		
- contractors in New Brunswick	5,580,511 (82.19%)	6,115,330 (86.99%)
- contractors outside New Brunswick	1,209,495 (17.81%)	914,466 (13.01%)

Interpretation activities are summarized below:

Activity	2011-2012	2012-2013
Total number of interpreter-days:	2,007	2,003
- simultaneous	1,176 (58.59%)	1,200.5 (59.94%)
- consecutive	831 (40.41%)	802.5 (40.06%)
Interpreter days provided by:		
- in house staff	387 (19.28%)	430.5 (21.49%)
- contractors	1,620 (80.72%)	1,572.5 (78.51%)
Interpreter-days outsourced to:		
- contractors in New Brunswick	1,616.5	1,569
- contractors outside New Brunswick	3.5	3.5

The Translation Bureau has demonstrated clear commitment to the government's objectives with regards to continuous improvement and cost reduction.

Corporate Marketing

Corporate Marketing provides a wide range of marketing communications support services to over 30 client departments and agencies across government. The branch assists government departments and agencies in getting their message out to their clients, stakeholders and to all New Brunswickers.

The branch supports the programs and priorities of government by offering creative marketing solutions and products through traditional means and emerging digital mediums.

Corporate Marketing services include:

- graphic design and materials production,
- developing, managing and maintaining gnb.ca and associated public websites,
- audio/visual production and archiving,
- media planning and buying,
- government media monitoring services,
- event planning and coordination, and
- government brand management.

The branch also helps acquire external marketing communications services for departments and agencies and maintains a list of pre-qualified vendors for these services.

Design Services provides cost-effective graphic design services to provincial departments and agencies to produce products that convey a clear and effective message. Designers completed more than 500 design projects for client departments and agencies throughout government.

Web Services manages and maintains the web presence of the Government of New Brunswick and assists client departments and agencies in developing new web products and solutions. During 2012-2013, the Web Services Unit continued the process of migrating departments over to the new content management system.

Audio/Visual and Photography delivers quality still and video productions. The unit is responsible for the live and online transmission of the proceedings of the New Brunswick Legislature when it is in session.

Media Planning and Buying is the daily point of contact for media planning and purchasing, including the booking and purchasing of print, radio, television and online ads for government departments and agencies. In addition, media planning and buying designs ads for print and web mediums.

Media Monitoring is the daily window on the stories and events that interest and impact departments and agencies. The unit serve their clients by sending regular monitoring reports and providing specialized reports, searches and transcripts as requested.

Event Management provides logistics support for provincial events, announcements, news conferences and consultation/conference events throughout the province. More than 100 separate events were supported during the 2012-2013 fiscal year.

Brand Management provides training on how to use and apply the provincial brand so that it can be effectively incorporated in their day-to-day activities and projects. The unit also provides tools, advice and assistance to ensure that government materials meet brand standards.

Provincial Archives

The Provincial Archives ("Archives") is responsible for identifying, preserving and making accessible both public and private sector records of legal, administrative and historical significance to meet the needs of the Government of New Brunswick, researchers and the general public. The Archives' mandate includes the efficient management of the records and information resources for all public bodies and the promotion of access to New Brunswick's documentary heritage. The branch also has an administrative role with respect to the *Right to Information and Protection of Privacy Act*.

Reference Services and Public Programs maintains archival holdings which provide authentic documentation for such purposes as litigation, environmental assessment studies, RCMP investigations, young offenders redress, and bridge and building re-design through archival holdings. Other uses include genealogy, local history and legal searches as well as a great variety of media, professional, and public research. In the past year these have included serving such needs as documenting education level achieved for employment or admission to higher education, planning for community anniversaries, and realizing cultural projects such as publications, exhibits, and documentaries. The unit also continued its regular participation in community festivals, anniversaries and other outreach events across the province through exhibits, genealogy kiosks, and presentations.

Activity	2011-2012	2012-2013
Research Visits	4,448	3,631
Email/mail/phone inquiries logged and direct responses	5,164	5,821
Interlibrary loans – films loaned	723	520

The Archives website continues to be highly praised for the resources it provides for remote research. Genealogists are impressed with the ease of starting their projects with data provided on the web which is frequently followed up with a visit to the Archives, from points in the province and throughout North America, for more in-depth research. There were 22,541 images of certificates added to the vital statistics database as well as Wallace Hale's United Empire Loyalist resources. A major enhancement to the website was the addition of a federated search capability that makes it possible to search all of the thirty-one different databases on the Archives website from one search screen.

Website Use	2011-2012	2012-2013
Pages viewed	22,271,741	23,432,961
Daily average – Pages viewed	61,018	64,199
Website visitors	1,014,793	757,795
Daily average visitors	2,780	2,076

Government Records, Private Sector Records, Photographs, Oral History, Cartographic Records, Digital Records Preservation and Information Technology and Sound and Moving Images Records identify and acquire records of legal and historical significance based on record format or origin. Components of their work are: appraisal for archival value, researching the provenance and context of the records, developing guides and indexes to facilitate access and providing expert assistance for specialized and complex research for government, academics and the public. Government records are transferred under authority of records retention schedules from all public bodies including legislative bodies and the courts, and those of permanent value are selected for preservation. Private records of New Brunswick organizations and individuals are also critical to documenting the province's history and they are acquired through negotiation with the owner. They can be extremely rare as the 1813 Articles of Agreement of the privateering vessel the Dart that laid out how the spoils would be divided, or the more recent photos, diaries, floppy discs and audio tapes, collected by researcher and activist Melynda Jarrett, relating to war brides that preserve important information on World War II, women's history, and the development of New Brunswick communities. To the limited extent local and institutional archives exist in the province the Private Sector Records Section partners with them in preserving New Brunswick's heritage and also assists historical societies, libraries and museums that hold historical collections. Photographs, maps, plans and architectural records, and sound, film and video records originate with both government and the private sector. They are in analogue or digital form and are often of complex, fragile and obsolete formats that require specialized treatments and reformatting to digital before they can be evaluated and ultimately used for such projects as the 2012-2013 NFB film "Secretariat's Jockey - Ron Turcotte" and an upcoming production on the Bricklin Car, as well as for general research.

In support of the objective to ensure preservation and accessibility of digital records, work continued toward the establishment of a Trusted Digital Repository including policies and procedures, and technological infrastructure. The section developed and published a Digitization Standard, transferred at risk digital records from obsolete media to a more stable environment for public bodies and agencies and accepted transfer of e-records for preservation. The Section carried out several updates to the Archives Collection Management Application System adding a module for accessing the Master Box List and a search module for cumulative records. Another major project was the development and implementation of a transfer management module which further streamlines Records Centre operations by permitting requests for the transfer of records from public bodies to be made via the internet.

Recorded Information Management's on-going work including; developing and implementing standards and systems that support efficient access to, and storage of, traditional and electronic records, the identification of records of long-term legal and historical value, finalizing schedules that determine how long records are kept and their ultimate disposition, and training and assisting staff of public bodies.

Key highlights of the year:

- analysis of the benefits of adopting a functional Classification Plan and Retention Schedules based on business capabilities and the decision to proceed with developing this for enterprise-wide implementation, and the commencement of a review of operational schedules and mapping of six departments to the new plan;
- revision of Department of Justice and Attorney General Court Services schedules resulting in reduced retentions for over 16,000 boxes of records;
- implementation of a website for records management network members;
- introduction of an information management learning module for the Government of New Brunswick; and
- implementation of a new approach to promoting good records management.

The Records Centre continues to bring substantial savings to government (over $1 million annually) through transfer of records to low cost storage and timely authorized destruction of records no longer required. Streamlining of operations continued with the implementation of a transfer system permitting requests for transfer of records via the intranet.

Activity	2011-2012	2012-2013
Accessions/boxes for semi active storage	904/8,344	1,153/9,214
Boxes removed to Archives/destroyed/filmed	6,673	8,745
Departmental requests	6,861	6,388
Files removed/returned	13,044/13,044	12,608/12,608
Trips to regional offices and courts	16	20

Conservation oversees the archival storage facility and retrieval services, the preservation of archival records, and advisory and outreach services. Over 2,000 treatments were undertaken to stabilize or repair documents. Conservation responded to a flood in government offices in Woodstock by providing recovery of the waterlogged documents.

Information Access and Privacy supports government in administering and responding to Right to Information requests and in protecting the privacy of citizens by providing training, expert advice and leadership to government departments and other public bodies. During the period of this report *Right to Information and Protection of Privacy Act* requirements were extended to all provincial public bodies.

Corporate Services

Information Technology and Records Management ensures that departmental program delivery is supported by effective use of technology. The branch provides advisory services including the Information Security function and assistance with adopting and leveraging technology in support of business activities as well as delivery of the Department's Records Management program. On behalf of the Department, the branch manages the client relations with the New Brunswick Internal Services Agency who provides network, infrastructure and desktop services. The branch also monitors and approves the acquisition of technology and related products to ensure compatibility with corporate standards.

Finance and Administration provides budgeting, reporting, expenditure management, inventory management, receivable and payable processes, coordination of audit functions with the Office of the Comptroller and the Office of the Auditor General and coordination of the budget process with Budgets Branch of the Department of Finance. It is also responsible for the fulfillment of departmental administrative requirements, the redistribution and disposal in collaboration with Central Stores of government assets (other than vehicles) and the administration of the Department's vehicle fleet and corporate credit card services.

Human Resources is responsible for employee recruitment and retention, strategic Human Resources planning and management, workforce planning, employee engagement, classification, employee relations, performance management, training and development, and the coordination of a variety of employee programs.

Strategy, Communications and Continuous Improvement

Policy duties include advancing the organization's legislation and corporate policies, as well as liaising with central departments and other governments on policy issues. The branch also coordinates briefing materials for the Deputy Minister and Minister and is responsible for oversight of departmental responses to requests for access to information and protection of personal information.

Planning leads the strategic planning process, including development and monitoring of business plans, annual action plans and performance metrics using the balanced scorecard methodology. The branch also leads continuous improvement efforts to improve efficiencies.

Communications is responsible for the day-to-day communication needs of the Department and providing content for the employee intranet.

Official Languages

The Department of Government Services recognizes the obligations under the *Official Languages Act* and is committed to actively offering and providing quality services in both official languages.

No complaints were filed against the Department of Government Services under the Act during the 2012-2013 fiscal year.

Public Interest Disclosure Act

The purpose of the *Public Interest Disclosure Act* is to:

- Facilitate the disclosure and investigation of significant and serious matters relating to the public service that are potentially unlawful, dangerous to the public or injurious to the public interest; and
- Protect persons who make those disclosures.

During the 2012-2013 fiscal year, the Department of Government Services did not receive nor act on any disclosures of wrongdoings under the *Act*, no investigations were initiated. In addition, no claim was referred to the Department by the Ombudsman under section 23 of the *Act*.

2012 - 2013 Financial Overview

Program	Main Estimates	Adjustment	Amended Budget	Expenditures	Variance (under)
General Services	8,920,000	704,379	9,624,379	10,037,362	412,983 [1]
New Brunswick Internal Services Agency	24,698,000	1,321,642	26,019,642	25,119,642	(900,000) [2]
Service New Brunswick	25,839,000	47,300	25,886,300	25,885,484	(816)
Total Ordinary Account Expenditures	59,457,000	2,073,321	61,530,321	61,042,488	(487,833)
Special Purpose Accounts					
Archives Trust Fund	15,000	0	15,000	0	(15,000)

1. General Services is $412,983 over budget mainly due to a budget shortfall in Marketing & Web Design and write down of obsolete inventory in Central Stores.
2. The funding required by the New Brunswick Internal Services Agency was $900,000 less than anticipated.